



Attorney's Docket No. 2950P053

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Robert Joyce, et al.

Application No.: 09/604,199

Filed: June 27, 2000

For: SYSTEM AND METHOD FOR  
AUTOMATED AND  
CUSTOMIZABLE AGENT  
AVAILABILITY AND TASK  
ASSIGNMENT MANAGEMENT

Examiner: Jacobs, Lashonda T.

SEP 23 2003

Art Group: 2157

Technology Center 2100

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Signature

9/15/03

Date

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE TO THE OFFICE ACTION

Sir:

In response to the Office Action mailed June 19, 2003, Applicants respectfully request the Examiner to enter this amendment and to consider the remarks that follow.

2157



<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>	Application No.	09/604,199	
	Filing Date	June 27, 2000	
	First Named Inventor	Robert H. Joyce	
	Group Art Unit	2157	
	Examiner Name	Jacobs, Lashonda T.	
Total Number of Pages in This Submission	20	Attorney Docket Number	2950P053

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Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Mark R. Vatuone, Reg. No. 53,719 BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP
Signature	<i>Mark R. Vatuone</i>
Date	9/15/03

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Typed or printed name	Vineta T. Tufano		
Signature	<i>Vineta T. Tufano</i>	Date	9/15/03

Based on PTO/SB/21 (03-03) as modified by Blakely, Sokoloff, Taylor & Zafman (M) 08/11/2003.  
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